

City of Caldwell
107 S Hill St.
Caldwell, Texas
979-567-3271
www.caldwelltx.gov
Utility Service Application

Account Number _____ Address: _____
Dba _____
Name _____
Mailing Address _____
City/State/Zip _____ e-mail: _____
Home Number _____ Cell Phone _____

Self:	Other:
DOB _____	DOB _____
DL Number _____ State _____	DL Number _____ State _____
SS # _____	SS # _____
ID # _____ State _____	ID # _____ State _____
	Cell Ph: _____

Tax ID # _____

TAX EXEMPT YES/NO **ATTACH COPY OF CERTIFICATE**

Type of Business: Corporation _____ Sole Proprietorship _____ Partnership _____
**IF PARTNERSHIP OR CORPORATION ATTACH APPLICABLE ARTICLES
AND PROOF OF AUTHORIZATION TO SIGN APPLICATION**

Place of Employment _____
Address _____
City/State/Zip _____
Telephone Number _____

Relative _____
Address _____
City/State/Zip _____
Telephone Number _____

Property Owner/Landlord _____
Address _____
City/State/Zip _____
Telephone Number _____

CUSTOMER SIGNATURE: _____

DATE: _____

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Please read the following conditions of this contract and sign below. Your signature indicates that you have read and understand all conditions, and that all the above information is correct.

The applicant listed above on this contract hereby understands and agrees to the following:

1. The Applicant acknowledges that utility accounts and deposits are **NOT** transferable between individuals and that the utility deposit will only be refunded in the name on the account. Utility deposits will be refunded upon disconnection of service and then only after the final bill has been applied.
2. The Applicant acknowledges that the meters are the property of the City and that they be turned on or off only as authorized by the City.
3. The City has the right of access to meters whenever necessary. Failure to provide permanent access to meters may result in disconnection of service.
4. I agree that the City of Caldwell may hold me responsible for the past unpaid utility bills of any person that I allow to live with me or to occupy any building that has service in my name. *I authorize the City of Caldwell to transfer the balances of such unpaid utility bills to my account and disconnect my utilities if those balances are not paid in full.*
5. Any unauthorized connection or disconnection of a meter is illegal and will result in the immediate termination of service and will be presumed to be the act or fault of the applicant.
6. If at any time there is a failure to pay when due any charge for service or repair, the City of Caldwell may discontinue service to any and all meters in the name of the Applicant until arrears and all appropriate fees are paid.
7. The City of Caldwell is not responsible for loss resulting from interrupted service.
8. The Applicant also agrees to abide by and consider as part of this contract any ordinance, rules and regulations the City adopts concerning utility.

Rights of Applicant: If there is a dispute concerning billing, the Applicant has the right to a consultation with the City Administrator, at (979)567-3901.

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BILLS DUE WHEN RENDERED IN FULL.

**PAST DUE 16TH DAY AFTER MAILING WITH 10%
PENALTY.**

**BILLS UNPAID AFTER 30TH DAY AFTER MAILING WILL
BE DISCONNECTED AND \$20 SERVICE CHARGE FOR
EACH DISCONNECT, RECONNECT AND/OR
CONNECTION.**

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SERVICE AGREEMENT

- I. PURPOSE:** The *City of Caldwell* is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing restrictions which are in place to provide protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Agreement before the *City of Caldwell* will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not reestablish service unless it has a signed copy of this Agreement.
- II. PLUMBING RESTRICTIONS:** The following unacceptable plumbing practices are prohibited by STATE regulations.
- A. No direct connection between the public drinking water supply drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate back-flow prevention device.
 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure zone back-flow prevention device.
 - C. No connection which allows to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than 0.8% lead may be used for installation or repair of plumbing at any connection which provides water for human use.
 - E. No solder or flux which contains more than 0.2% lead can be used for installation or repair of plumbing at any connection which provides water for human use.
- III. SERVICE AGREEMENT:** The following are the terms of the service agreement between the *City of Caldwell* (the water system) and _____ (the customer).
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
 - B. The customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the Water system or its designated agent prior to other unacceptable plumbing practices exist, or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connections or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
 - E. The customer shall, at his expense, properly install, test and maintain any back-flow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. ENFORCEMENT:** If the Customer fails to comply with terms of the SERVICE AGREEMENT, the Water System shall, at it option, either terminate service or properly install, test and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

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**YOU CAN REQUEST THAT PERSONAL INFORMATION
CONTAINED IN OUR UTILITY RECORDS NOT BE RELEASED
TO UNAUTHORIZED PERSONS.**

The Texas Legislature recently allowed publicly-owned utilities to give their customers the option of making the customer's address, telephone number and social security number confidential.

HOW CAN YOU DO THIS?

Simply complete the form at the bottom of this page and return it to the utility offices.

**WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW
TO CERTAIN PERSONS.**

We must still provide this information to (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity; (2) an employee of utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or sub-contractor approved by and providing services to the Utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

IS THERE A CHARGE FOR THIS SERVICE? NO.

_____ I want to make my personal information (address, phone number and social security number) confidential.

CUSTOMER SIGNATURE: _____

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Privacy Policy for City of Caldwell Utility Customers

1. When a customer applies for utility services from the City, the customer shall furnish certain necessary personal confidential information to the City, a social security number.
2. Only authorized City employees, who are trained in the proper handling of customer information, and this confidential information shall be kept in secure locations in the City office.
3. The City will safeguard, according to strict standards of security and confidentiality, this confidential information furnished by City utility customers.
4. The City will limit the collection and use of customer information to the minimum required by the City to deliver reliable service to said customers. Customer information will not be revealed or furnished to any external organization or individual unless authorized in writing by the customer or unless required by law.
5. Confidential customer information will be used only for necessary purposes in providing adequate and reliable services to the customer, and for no other purpose.
6. Whenever the City employs other organizations to provide support services, the City shall require them to conform to the City's Privacy Policy and to allow the City to audit them for compliance.
7. When customer terminates his customer relationship with the City, for any reason, and after all of the obligations of the customer to the City have been fully satisfied, all confidential information furnished to the City by the customer will be removed from City files and destroyed.

CUSTOMER SIGNATURE: _____

DATE: _____